

# BEKWAI MUNICIPAL ASSEMBLY



Republic of Ghana

## CLIENT SERVICE CHARTER

PREPARED BY

**SECRETARIAT OF THE  
MUNICIPAL PLANNING  
CO-ORDINATING UNIT (MPCU)**

**JANUARY 2023**

## **PREFACE**

This booklet is intended to provide a ready reference on the Bekwai Municipal Assembly's client service charter aimed at improving effective and efficient service delivery in the municipality. It shows major service delivery and time frame set in providing certain important services to the people in the community.

This document has been produced with support from the capacity building component of decentralization in the Municipal Development Fund. MPCU is grateful to all who made this publication possible.

Particularly the Municipal Planning Co-ordinating Unit (MPCU) secretariat headed by the Chairman Daniel Osei-Asibey the Municipal Co-ordinating Director and Dennis Nabare, Municipal Planning Officer for their visionary leadership in coming out with this booklet to improve the Assembly's performance in service delivery. We also thank the Municipal Planning Unit staff who did the typing and binding for us.

We wish to assure our clients that the Municipal Assembly would implement the Charter to its latter to ensure improvement in the standard of living of the people in the Municipality.

## **COMPLAINTS AND COMMENTS**

### **WHEN REGISTERING A COMPLAINT**

When contacting us if you are dissatisfied with a service from the Bekwai Municipal Assembly, we would like you to;

- ✓ Identify yourself
- ✓ Be clear why you are not satisfied
- ✓ Indicate what you expect the Assembly to do
- ✓ Keep a record of events
- ✓ Follow up with the relevant staff members, if possible

Where to address your complaints

You may address your comments, enquiries and complaints to:

**THE MUNICIPAL CHIEF EXECUTIVE**

**BEKWAI MUNICIPAL ASSEMBLY**

**POST OFFICE BOX 78**

**BEKWAI – ASHANTI**

**03224-20205/0500852389**

WHERE YOU ARE STILL NOT SATISFIED YOU MAY ADDRESS YOUR COMPLAINTS AND ENQUIRIES TO:

**THE PRESIDING MEMBER**

**BEKWAI MUNICIPAL ASSEMBLY**

**POST OFFICE BOX 78**

**BEKWAI – ASHANTI**

**03224-20205/03224-203376-0243337437**

Email: info@bma.gov.gh

The client service unit located in Room No. 47 on the ground floor of the main Municipal Assembly block.

**NOTE:**

The channel of communication in dealing with the Bekwai Municipal Assembly shall be as follows;

- a. From Serving officer through Departmental Head to Municipal Coordinating Director and to Municipal Chief Executive
- b. From a non-staff/general public to the coordinating Director and Municipal Chief Executive

**YOUR VIEWS COUNT**

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standard. To do this we need to know what kind of service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

**BUILDING COMPETENT STAFF FOR  
EFFECTIVE AND EFFICIENT  
SERVICE DELIVERY**

## Table of Contents

<b>1. INTRODUCTION</b> .....	1
<b>2. VISION</b> .....	1
<b>3. MISSION STATEMENT</b> .....	1
<b>4. GOAL</b> .....	1
<b>5. MUNICIPAL GOVERNANCE</b> .....	1
<b>6. FUNCTIONS</b> .....	2
<b>7. OUR RESPONSIBILITIES</b> .....	3
<b>8. OUR SERVICE STANDARDS</b> .....	4
<b>9. INFORMATION FLOW, TRANSPARENCY AND DECISION-MAKING</b> .....	5
<b>PROCESS</b> .....	5
<b>10. WE STRIVE FOR:</b> .....	5
<b>11. COURTESY AND CO-OPERATION:</b> .....	6
<b>12. WHAT WE EXPECT FROM THE PUBLIC</b> .....	6
<b>13. WHAT TO EXPECT FROM US</b> .....	7
<b>COMPLAINTS AND COMMENTS</b> .....	8

# **THE NEW CHARTER**

## **BEKWAI MUNICIPAL ASSEMBLY**

### **1. INTRODUCTION**

Bekwai Municipal Assembly is one of the 30 Metropolitan, Municipal and District Assemblies in the Ashanti region established under legislative Instrument (L.I 1906, 2007). Until recently, the Bekwai Municipality was part of the Amansie East District made up of the Bekwai and Bosome Freho Constituencies.

With the creation of new districts and elevation of some district in 2008 to municipalities, Bekwai Constituency was elevated to a Municipal status named as Bekwai Municipal Assembly with its administrative capital at Bekwai.

### **2. VISION**

Bekwai Municipal Assembly's Vision is to be a model of excellence, world-class and self-motivated Municipality with well planned communities, safe environment and equal opportunities for all.

### **3. MISSION STATEMENT**

Bekwai Municipal Assembly exist to ensure the improvement of the quality of life of its people through the formulation and implementation of policies on a sustainable manner to step-up Human Development, Reduce Poverty and provide good governance by a well – motivated and highly skilled staff.

### **4. GOAL**

The basic goal of the Bekwai Municipal Assembly is to improve the production capacity of the Assembly employment and wealth creation in partnership with the private sector, so as to accelerate growth and poverty reduction with well-developed human resource under transparent and accountable governance.

### **5. MUNICIPAL GOVERNANCE**

Bekwai Municipal Assembly has 51 Assembly members made –up of 35 elected members, 15 government appointees and one (1) Member of

Parliament (MP). In terms of the Sub-Structures it has eight (8) Zonal Council and 170 Unit committees' members with 34 electoral areas.

## 6. **FUNCTIONS**

The function of the Assembly as given in the Local Government Act 462, 1993 are as follows:

- Facilitating the effective and efficient functioning of Local government administration in the municipality.
- Ensuring efficiency and effectiveness in the use of resources of the Assembly and decentralized departments.
- Monitor, co-ordinate and harmonize the implementation of development plans and programmes in the municipality.
- Facilitating the provision of basic social services and economic Infrastructure such as schools, markets and health facilities
- Facilitating Community Based and Private Sector Development.
- Ensuring existence of peace and tranquility to enable people go about their Social and economic activities.
- To ensure the provision of adequate and wholesome supply of water throughout the entire District in consultation with the Community Water and Sanitation Agency.
- To build, maintain and control public latrines, lavatories urinal and wash places.
- To establish, maintain and carry out services for the removal of all refuse, filth and carcasses from any public or private place.
- To regulate any trade or business which may be harmful or injurious to public health or a source of danger to the public or which otherwise is in the public interest to regulate.

- To provide, maintain, supervise and control slaughter-houses and pounds and all such matters and things as may be necessary for the convenient use of such slaughter-houses.
- To construct, repair and maintain all public roads other than trunk roads including feeder roads and to undertake road rehabilitation programmes within the Municipality.
- To provide for building lanes and the layout of buildings, to prepare and undertake and otherwise control schemes for improved housing layout and settlement.
- To prohibit the construction of any new building unless and until the building plans have been submitted to and approved by the Assembly.
- To maintain, as agents of Central Government, all public buildings previously maintained by the Public Works Department.
- To collaborate with the Ghana Highway Authority, trunk roads lying within the boundaries of the area of authority of the Assembly.
- To build, equip, open, close and maintain markets, prohibit the erection of stalls in places other than markets and prevent the sale and purchase of goods or stock near established markets or elsewhere.
- To regulate and control markets including the fixing and collection of stall rates, rent and tolls.

## **7. OUR RESPONSIBILITIES**

We Are Responsible For:

- Issuance of Building Permit
- Birth and Death Certificate
- Issuance of Marriage Certificate
- Approval of Planning Schemes (Layouts)
- Development Controls – Orderly Physical Development of Settlement
- Waste Management
- Revenue Mobilization

- Fixing of Rates
- Preparation of Development Plans
- Preparation of Development Budgets
- Provision of basic Socio-Economic Infrastructure eg. (Schools, Health Centres, Markets, Lorry Parks).
- Maintenance of Peace and Security
- Sports and Culture Development

## 8. OUR SERVICE STANDARDS

We promise to maintain the standards in the table below:

<b>NO</b>	<b>SERVICE</b>	<b>TIME FRAME</b>
1	Monthly Trial Balance/ Financial Statements	Ready by 25 <sup>th</sup> of the ensuing month
2	Response to public queries	Within one (1) week after receiving query
3	Processing of Building permit	One-month after Statutory Planning committee's approval
4	Waiting time for clients for transacting business or correspondence at the Assembly	Not more than one-hour
5	Refuse container evacuation	Every other day
6	Correspondence of all letters	To be replied within five days of receipts
7	Pre-Audit of payment vouchers	Daily Activity
8	Post Auditing of Books of Accounts and Submission of Audit report	Quarterly
9	Monitoring of Programmes and Projects	Monthly, Quarterly and when situation demands
10	Preparation of Budget	1 <sup>st</sup> May – 31 <sup>st</sup> October each year
11	Preparation of Action Plan	1 <sup>st</sup> August – 31 <sup>st</sup> October each year



## 9. INFORMATION FLOW, TRANSPARENCY AND DECISION-MAKING PROCESS

The Municipality has mounted a notice board at the entrance of the office building.

The Assembly has established a Client Service Unit to provide citizens and clients with information needed to access services.

Information on revenue generation, project execution and others will be made available for public consumption.

Suggestion boxes would be provided at vantage points in the office and towns to solicit citizens view on service delivery.

## 10. WE STRIVE FOR:

- Continuous improvement in our service delivery to our communities
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in governance and Assembly's development agenda
- The protection and promotion of public health and the prevention of diseases.
- Provision of information in an open and transparent manner
- Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness
- Compilation of a comprehensive socio-economic data base that will be accessible to the public.
- Effective and efficient collection of Internally Generated Revenue (IGF)
- Functioning of the Assembly's sub-structures for socio-economic activities of the Municipality

- A decentralized and participatory approach to development issues using the bottom-up approach concept to development.
- Creating awareness about the need to improve efficiency and integrity in the service delivery system. E.g. revenue collection, procurement process.

#### 11. **COURTESY AND CO-OPERATION:**

- All office doors are marked to facilitate easy identification
  - Friendly client service officers will be on hand to provide various services
  - Assembly staff with clear identification are also available to provide information and other support services.
- 
- A well-trained development control task force will visit various construction sites to ensure adherence to building regulations
  - Developers are entreated to produce valid development permits
  - Courteous revenue collectors will go round daily to collect various rates
  - Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.

#### 12. **WHAT WE EXPECT FROM THE PUBLIC**

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery. To access any of the service we provide, we require as follows:

- Business should be duly registered with the Registrar General's Department
- Business address and location including street names and numbers should be made available.

- Provide registered indenture (land title certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits.
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.
- The public will participate in the various community level education programmes on Sanitation, Hygiene, Revenue collection and others.
- The bye-laws of the Assembly will be complied with to ensure effective administration of the Municipality.
- Prompt payment of Revenue (IGF) for effective and efficient service delivery.
- Assist in the collection of up-to-date data for development purposes.
- Assist in the mobilization of human, financial and material resources to support project implementation (eg. communal labour, sand & stones)
- Assist in ensuring clean & healthy environment.
- Report to the Assembly any misconduct or poor delivery of service by Agents/Personnel of the Assembly.
- Be courteous and civil to our staff and demand appropriate service from them.
- Assist in promoting Tourism and heritage sites development.

### 13. **WHAT TO EXPECT FROM US**

**In writing, we will:**

- ✓ Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply
- ✓ Treat faxes and e-mails which are duly signed as official documents.

**By telephone, we will:**

- ✓ Answer the telephone between two (2) to three (3) rings.
- ✓ Identify ourselves by organization, name and grade.
- ✓ Inform you when you may expect a full reply, in case we are unable to answer your enquiry immediately.
- ✓ Redirect you to the appropriate quarters if the matter in question is not in our area of competence

**On appointment, we will:**

- ✓ See you within ten minutes of the agreed time.
- ✓ Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

## **COMPLAINTS AND COMMENTS**

### **WHEN REGISTERING A COMPLAINT**

When contacting us if you are dissatisfied with a service from the Bekwai Municipal Assembly, we would like you to:

- ✓ Identify yourself
- ✓ Be clear why you are not satisfied
- ✓ Indicate what you expect the OHCS to do
- ✓ Keep a record of events
- ✓ Follow up with the relevant staff member, if possible

## **WHERE TO ADDRESS YOUR COMPLAINTS**

You may address your comments, enquiries and complaints to:

**THE MUNICIPAL CHIEF EXECUTIVE  
BEKWAI MUNICIPAL ASSEMBLY  
POST OFFICE BOX 78  
BEKWAI-ASHANTI  
0243270299**

WHERE YOU ARE STILL NOT SATISFIED YOU MAY ADDRESS YOUR COMPLAINTS AND ENQUIRES TO:

**THE PRESIDING MEMBER  
BEKWAI MUNICIPAL ASSEMBLY  
POST OFFICE BOX 78  
BEKWAI-ASHANTI  
0244533133 E-mail: [info@bma.gov.gh](mailto:info@bma.gov.gh)**

The Client Service Unit located on the ground floor of the main Municipal Assembly block.

### **NOTE:**

The channel of communication in dealing with the Bekwai Municipal Assembly shall be as follows;

- a. From Serving Officer through Departmental Head to Municipal Coordinating Director and to Municipal Chief Executive.
- b. From a non-staff/general public to the Coordinating Director and to Municipal Chief Executive

## **YOUR VIEWS COUNT**

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

***BUILDING COMPETENT STAFF FOR EFFECTIVE  
AND EFFICIENT SERVICE DELIVERY***